

**Facility Based CLEC Activation Requirements****Section VI****Local  
Interconnection  
Services**

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**AVAILABILITY OF MATERIAL**

CLEC Information Package

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**TRAINING AVAILABILITY**

CLEC Conference

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**COSTS**

N/A

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**HOW TO ORDER**

AIN Toolkit 1.0 and AIN SMS Access 1.0 should be ordered via a Service Request Form and faxed to the BAT.

**Facility Based CLEC Activation Requirements****Section VI****Local  
Interconnection  
Services****OPERATOR CALL PROCESSING**

Operator Call Processing includes Fully Automated Call Handling and Operator Provided Call Handling.

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**BASIC SERVICE FEATURES**

Operator Call Processing is available to all Competitive Local Exchange Carriers (CLECs). While CLEC customers will have certain transport options concerning the method of connectivity to BellSouth's Operator Service System (OSS), there are no optional network features directly associated with this service. Connectivity to BellSouth's OSS will be accomplished via a trunk group connecting the CLEC's Point of Interface (POI) and the BellSouth OSS.

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**BASIC SERVICE CAPABILITIES AND RESTRICTIONS**

Operator Call Processing provides live operator (Operator Provided Call Handling) and mechanized (Fully Automated Call Handling) functionality. BellSouth provides the following services to end users on the CLEC's behalf via Operator Call Processing:

- Alternate Billing Services (collect, calling card, and third number billing)
- Person-to-Person calling
- Dialing Assistance and Instructions
- Verification/Interruption of a busy line
- General Operator Assistance (all services BellSouth provides its own end users)
- Operator Transfer Service
- Emergency Call Trace

The deployment of the BellSouth SS7 network and caller identification feature has reduced the number of such calls requested. The continued deployment of SS7 and its enhanced feature capability over the next ten years will further reduce the need for Emergency Call Trace. The cost of Emergency Call Trace has not been incorporated into the price of Operator Call Processing. However, BellSouth will continue to provide this service upon request by an emergency agency (police, fire, EMT).

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**SELECTIVE CLASS OF CALL SCREENING**

Screen codes provide the CLEC's end users with the ability to block 1+ dialing, but allow alternately billed calls. The subscribing CLEC must provide updates to the BellSouth table to support this service.

For Screening updates utilize 'Selective Class Of Call Screening/Directory Assistance Call Completion' form (titled "Attachment A"), shown in "Appendix C," and on the web at—

[http://www.bellsouth.com/interconnection/guides/facil\\_ip/gcfac001.5.gif](http://www.bellsouth.com/interconnection/guides/facil_ip/gcfac001.5.gif)

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**BRANDING**

The Operator Call Processing Branding feature provides definable announcements to the CLEC end-users prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows the CLEC to have calls custom branded with the name of the CLEC on whose behalf, BellSouth is providing Operator Call Processing.

BellSouth is currently offering three service levels of branding to CLECs that order Operator Call Processing.

Service Level 1— BellSouth Branding

Service Level 2— Unbranded

Service Level 3— Customized Branding

The originating call will be delivered from the CLEC Point Of Interface (POI) to the BellSouth TOPS over a dedicated trunk facility. The default Service Level for Facility Based CLECs is Unbranded Operator Call Processing.

Customized Branding includes charges for recording of the branding announcement and the loading of the audio units in each TOPS switch for which the CLEC requires service. The recording and loading charges non-recur unless the CLEC elects to change the recorded name and/or requires access to additional TOPS switches. Customized Branding is only available to Facility Based CLECs.

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**HOW DOES THE SERVICE WORK?**

Providing Operator Call Processing for Facility Based CLECs requires that the call be delivered to the BellSouth TOPS over a dedicated trunk facility. Modified Operator Services Signaling (MOSS), which includes Automatic Number Identification (ANI), is to be used to send the originating call to the Operator Services Switch. This provides call control functionality such as coin control, terminating hold, operator recall, ring back, ii digits etc., Operator Call Processing requires that the CLEC provide Automatic Number Identification (ANI). All local and IntraLATA call completion attempts are routed over an inter-toll trunk facility directly to the terminating end office that serves the destination number.

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**FEATURE INTERACTIONS**

N/A



BellSouth will make every effort possible to complete service requests by the CLEC's desired Due Date. Facility availability and construction requirements impact our ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project Coordination Required: Yes (initially, until Operator Services is satisfied that the CLEC is knowledgeable, and that BellSouth systems meet the highest customer standards).

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[REDACTED]

**ASR Requirements are attached.****Source of Information—**

Ordering Guidelines, Account Team

**Forms ASR**

[REDACTED]

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**AVAILABILITY OF MATERIAL**

CLEC Training has been developed (for more information see the assigned Account Team for registration information), CLEC training Manual, and Ordering Guidelines. Updates will be made to all materials on an on-going basis to accommodate customer needs and to address any enhancements to this service.

Operator Services will be represented at all CLEC Training Conferences.

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**HOW TO ORDER**

Forward completed ASR forms to Local Carrier Service Center (LCSC).

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**ASR ORDERING REQUIREMENTS****TRUNK TYPE - Operator Call Processing - FACILITY BASED**

1. NC = SH-D
2. TRFTYP = OP
3. TTT = 4, 5, 6, or 7
4. OPS = Must be requested in Remarks until new code of "J" is added to the ASR for Operator Call Processing 0+ and 0-
5. SECLOC = BST TOPS TANDEM
6. BRAND = Must be requested in the remarks section (Until the "BRAND" field is added to the ASR). This includes the service level, and if the service level = 3, the company name the CLEC wants on the recording.
7. EML = 6
8. TK SIG = OA-OF
9. D.NPA/NXX = Desired NPA-NXX
10. REMARKS = Branding (Y/N), service level, branding name and # of calls and announcement holding time OR # of simultaneous connections desired OR # of announcement trunks desired.

**Facility Based CLEC Activation Requirements****Section VI****Local  
Interconnection  
Services****TRUNK TYPE - VERIFY TRUNK**

1. NC = SBXG OR SDXG
2. TRFTYP = VR
3. TTT = 1
4. OPS = N/A
5. SECLOC = BST TOPS TANDEM
6. BRAND = N/A
7. EML = 6
8. TK SIG = TS
9. REMARKS =

Note: A verification trunk should be ordered only when BellSouth is the provider of Operator Call Processing. This allows the BellSouth operator to verify numbers in the CLEC switch.

If BellSouth is not the Operator Services provider, the CLEC needs to order Inward Service out of Section E18 of the BellSouth Telecommunications Access Tariff. Inward trunks allow the CLEC operator to access the BellSouth Operator for verification of BellSouth numbers. BellSouth also will need to order Inward Access to the CLEC operator for verification of CLEC numbers by the CLEC operator.



**Facility Based CLEC Activation Requirements****Section VI****Local  
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Services****DIRECTORY ASSISTANCE ACCESS SERVICE****BASIC SERVICE FEATURES**

BellSouth will provide telephone listing information to Facility Based CLEC end users on behalf of the CLEC. While CLEC customers have certain transport options concerning the method of connectivity to BellSouth's Directory Assistance (DA) locations, there are no optional network features directly associated with this service. Trunk group(s) connecting the CLEC's Point of Interface (POI) and the BellSouth DA location accomplish connectivity to BellSouth's Directory Assistance locations.

**BASIC SERVICE CAPABILITIES AND RESTRICTIONS**

Modified Operator Services Signaling (MOSS), including Automatic Number Identification (ANI) is required. CLEC customers will deliver end user Directory Assistance calls to BellSouth DA location(s) via application specific interconnection trunks. Traffic types other than Directory Assistance calls may not originate via these trunks. DA Plus is part of the basic DA Access Service offering. BellSouth will only provide those listings residing in our Directory Assistance Database. Addresses provided via DA Access may not reflect the end user's actual address.

- Directory Assistance Access does not include non-published numbers. The Directory Assistance Operator will advise the end user making a request for such a number, that the number is Non-Published.
- Reverse search capability is available where BellSouth provides this service to its own end users: Alabama, Kentucky, Louisiana, Mississippi, and Tennessee.

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**BRANDING**

The Directory Assistance Branding feature provides definable announcements to the CLEC end-users prior to placing them in queue or connecting them to an available operator or automated operator system. This feature allows the CLEC to have calls custom branded with the name of the CLEC on whose behalf, BellSouth is providing Operator Call Processing.

BellSouth is currently offering three service levels of branding to CLECs that order Operator Call Processing.

Service Level 1— BellSouth Branding

Service Level 2— Unbranded

Service Level 3— Customized Branding

The originating call will be delivered from the CLEC Point of Interface to the BellSouth Directory Assistance location over a dedicated trunk facility. The default Service Level for Facility Based CLECs is Unbranded Directory Assistance.

Customized Branding includes charges for recording of the branding announcement and the loading of the audio units in each TOPS switch for which the CLEC requires service. The recording and loading charges non-recur unless the CLEC elects to change the recorded name and/or requires access to additional TOPS switches. Customized Branding is only available to Facility Based CLECs.

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**HOW DOES THE SERVICE WORK?**

Providing Directory Assistance Access for Facility Based CLECs requires that the call be delivered to the BellSouth TOPS over a dedicated trunk facility. The originating call is sent to the Operator Services Switch with Modified Operator Services Signaling (MOSS). Directory Assistance Access requires that the CLEC provide Automatic Number Identification (ANI). All local and IntraLATA Directory Assistance call completion attempts are routed over an inter-toll trunk facility directly to the terminating end office that serves the destination number.

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**FEATURE INTERACTIONS**

N/A

  
BellSouth will make every effort possible to complete service requests by the CLEC Desired Due Date. Facility availability and construction requirements impact our ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project Coordination Required: Yes (initially, until Operator Services is satisfied that the CLEC is knowledgeable, and that BellSouth systems meet the highest customer standards.)

  
**ASR Requirements are attached**

**Source of Information—** Ordering Guidelines, Account Team

**Forms—** ASR

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**AVAILABILITY OF MATERIAL**

CLEC Training has been developed—the assigned Account Team has registration information, the CLEC training manual, and ordering guidelines. Updates will be made to all materials on an on-going basis to accommodate CLEC needs and to address any enhancements to this service.

Operator Services will be represented at all CLEC Training Conferences.

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**HOW TO ORDER**

Facility Based CLECs will order necessary Point of Interface to TOPS dedicated trunking with or without branding. Forward completed ASR forms to Local Carrier Service Center (LCSC).

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**ASR ORDERING REQUIREMENTS****TRUNK TYPE - DA WITHOUT CALL COMPLETION - FACILITY BASED**

1. NC = SH-J
2. TRFTYP = DA
3. TTT = 2
4. OPS = N/A
5. SECLOC = BST TOPS TANDEM
6. BRAND = Must be requested in the remarks section (Until the "BRAND" field is added to the ASR). This includes the service level, and if service level=3, the company name the CLEC wants on the recording.
7. EML = 6
8. TK SIG = TS
9. REMARKS = Branding (Y/N), service level, branding name and # of calls and announcement holding time OR # of simultaneous connections desired OR # of announcement trunks desired.

**Facility Based CLEC Activation Requirements**

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Interconnection  
Services****DIRECTORY ASSISTANCE CALL COMPLETION**

Utilize "Selective Class Of Call Screening/Directory Assistance Call Completion" form, shown in "Appendix C," and on the web at—

[http://www.bellsouth.com/interconnection/guides/facil\\_ip/gcfac001.5.gif](http://www.bellsouth.com/interconnection/guides/facil_ip/gcfac001.5.gif)

**BASIC SERVICE FEATURES**

Directory Assistance Call Completion (DACC) Access will be offered to CLECs who also subscribe to Directory Assistance (DA) Access Service. DACC will allow a CLEC end user's calls to BellSouth Directory Assistance to be automatically (without having to dial the number) completed after obtaining a directory listing number. Following the provision of the number from Directory Assistance, a standard announcement will advise the end user of an option to have the call completed.

**BASIC SERVICE CAPABILITIES AND RESTRICTIONS**

All local and IntraLATA call completion attempts are routed over an inter-toll trunk facility directly to the terminating end office that serves the designated number. An Automatic Message Accounting (AMA) record that includes conversation time, originating, terminating number and billing details is made for each call completion attempt. The record is in addition to the record made of the Directory Assistance transaction. CLECs that order DACC must also order Directory Assistance. DACC does not stand alone as a service. Directory Assistance Access may, however, be ordered without DACC.

**Facility Based CLEC Activation Requirements****Section VI****Local  
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Services*****DACC Access Service is available to CLECs subject to the following conditions:***

CLEC must subscribe to BellSouth Directory Assistance Service

CLEC must provide Automatic Number Identification (ANI)

The requested listing must be a published number

The number retrieved from the database must be IntraLATA with respect to the end user originating number

DACC Access Service is provided via mechanized means. No live Operator Assistance will be provided in conjunction with DACC.

End users must indicate via keypad (DUAL Tone Multi-Frequency (DTMF) input that they desire call completion or the CLEC must agree that all IntraLATA and local calls should attempt to complete.

DACC Access Service may be provided to a CLEC only if all the above conditions are met. NPAs 500, 700, 800, and 900 are not eligible for DACC Access Service. Certain NXXs are also excluded.

***The basic DACC Access Service offering does not include the following:***

Speech recognition

Alternate Billing capability

Access from Public Access Telephones

Detail Billing

InterLATA Call Completion

Retry or Starback

Live Operator Access after selecting Call Completion

Access from Selective Class of Call Screened Line

Access from Hotel/Motel or Cellular

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**BLOCKING**

Blocking of DACC for CLEC end users can be provided. The subscribing CLEC must provide updates to the blocking database to support this service. Currently DACC end user blocking updates are submitted manually to BellSouth using the attached form.

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**FEATURE INTERACTION**

N/A

[REDACTED]

The provisioning of DACC is done simultaneously with that of Directory Assistance Access Service.

BellSouth will make every effort possible to complete service requests by the CLEC Desired Due Date. Facility availability and construction requirements impact our ability to always meet customer expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project Coordination Required: Yes (initially, until Operator Services is satisfied that the CLEC is knowledgeable, and that BellSouth systems meet the highest customer standards).

[REDACTED]

**ASR Requirements are attached.**

**Source of Information**

Ordering Guidelines, Account Team

**Forms ASR**



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**AVAILABILITY OF MATERIAL**

CLEC Training has been developed (for more information see the assigned Account Team for registration information), CLEC training Manual, and Ordering Guidelines. Updates will be made to all materials on an on-going basis to accommodate CLEC needs and to address any enhancements to this service.

Operator Services will be represented at all CLEC Training Conferences.

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**HOW TO ORDER**

Forward completed ASR forms to Local Carrier Service Center (LCSC).

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**ASR ORDERING REQUIREMENTS FOR DAC****TRUNK TYPE - DA WITH DACC - FACILITY BASED**

1. NC = SH-J
2. TRFTYP = DC
3. TTT = 2 4.OPS = N/A
4. SECLOC = BST TOPS TANDEM
5. BRAND = Must be requested in the remarks section (Until the "BRAND" field is added to the ASR). This includes the service level, and if service level = 3, the company name the CLEC wants on the recording.
6. EML = 6
7. TK SIG = OA-OF
8. D.NPA/NXX = Desired NPA/NXX
9. REMARKS = Branding (Y/N), service level, branding name and # of calls and announcement holding time OR # of simultaneous connections desired OR # of announcement trunks desired.

**Facility Based CLEC Activation Requirements****Section VI****Local  
Interconnection  
Services****DIRECT ACCESS TO DA SERVICE**

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**BASIC SERVICE FEATURES**

DADAS provides a CLEC with direct access to BellSouth's Directory Assistance Listing Database, Directory Assistance Search Application, and Database Administration Call Control for the sole purpose of providing a traditional voice directory assistance service. Non-published listings and listings of BellSouth customers requesting to be omitted are not provided.

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**BASIC SERVICE CAPABILITIES AND RESTRICTIONS**

DADAS provides the CLEC's operators with the ability to search all eligible BellSouth listings in its database using a BellSouth standard directory assistance (DA) search format. BellSouth will provide DADAS from its Directory Assistance (DA) location in Jackson, Mississippi. The CLEC is responsible for providing the physical links and facilities required for connecting to the point of availability in Jackson, MS. These facilities may be purchased from the Telephone Company at rates and charges billed separately from the charges associated with this service.

CLECs are responsible for providing their own switch, operator workstations, audio subsystem (optional), and transport facilities. The minimum service period is one month.

**Facility Based CLEC Activation Requirements****Section VI****Local  
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**HOW DOES THIS SERVICE WORK**

BellSouth's DADAS product provides to high volume customers an alternative to traditional Directory Assistance Service. DADAS permits direct access to BellSouth's Directory Assistance Listing Database, Directory Assistance Search Application, and Database Administration Call Control. To interface, the CLEC must provide its own switch, operator workstations, audio subsystem (optional), and transport facilities. The CLEC will be able to search all available BellSouth subscriber-listing records. Queries to the database will be answered using the standard DA service format. Non-published listings will not be available to the CLEC. DADAS will have the same functionality as traditional Directory Assistance service. DADAS will be available to accept queries 24 hours a day, seven days a week and will be updated daily. DADAS will also provide the capability for connection of an optional CLEC-provided Audio Subsystem that will release automated messages and telephone numbers.

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**FEATURE INTERACTION**

N/A

Normal Installation Intervals— NO

Project Coordination Required— YES

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**INFORMATION REQUIRED**

Ordering of the service is accomplished via Operator Services wholesale product management, ICS, Industry Relations account team, and the CLEC account team. No sales compensation is provided. The DADAS-ASR-like application will be prepared by Operator Services personnel and forwarded to the appropriate LCSC group to input the service order.

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**HOW TO ORDER**

CLECs are responsible for providing their own switch, operator workstations, audio subsystem (optional), and transport facilities. The CLEC is responsible for providing the physical links and facilities required for connecting to the point of availability. These facilities may be purchased from the Telephone Company at rates and charges billed separately from the charges associated with this service. CLECs are responsible for providing their own switch, operator workstations, audio subsystem (optional), and transport facilities.

Manual ASR required from CLEC.

**Facility Based CLEC Activation Requirements**

## Section VI

**Local  
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Services****INTERCEPT ACCESS**

"BellSouth Intercept Tandems" form, located in "Appendix C," and on the Internet at—

[http://www.bellsouth.com/interconnection/guides/facil\\_ip/gcfac001.4.gif](http://www.bellsouth.com/interconnection/guides/facil_ip/gcfac001.4.gif)

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**BASIC SERVICE FEATURES**

BellSouth will provide Intercept Access to CLEC end users on behalf of the CLEC. Intercept Service refers calls from a disconnected or non-working number to the proper number. A database lookup is performed to retrieve the referral number. The referral number is provided to the calling party by a mechanized audio announcement.

A separate dedicated intercept trunk facility to the TOPS switch is required for intercept. Standard trunk signaling is used to send the intercepted number to the Number Services switch.

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**BASIC SERVICE CAPABILITIES AND RESTRICTIONS**

For Facility based CLECs, a separate, dedicated intercept trunk facility to the TOPS switch is required for Intercept Standard trunk signaling is used to send the intercepted number to the Number Services switch. The subscribing CLEC must provide updates to the intercept database to support the service. Initially, updates will be done via a manual process. Intercepted numbers will be available within 72 hours after being properly provided to the intercept database. Intercept Service is provided for three months.

**Facility Based CLEC Activation Requirements****Section VI****Local  
Interconnection  
Services*****Basic Intercept Access Service does not include the following:***

Custom Announcements  
Call completion  
Detail Billing

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**UPDATES TO THE INTERCEPT**

The subscribing CLEC must provide updates to the Intercept database to support the service. Intercepted numbers will be available within 72 hours after being correctly provided by the CLEC to BellSouth. Intercept Service is provided for an average of 3 months or until a limited supply of numbers requires a reassignment. Currently Intercept updates are submitted manually using the attached form.

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**FEATURE INTERACTION**

N/A



BellSouth will make every effort possible to complete service requests by the CLEC Desired Due Date. Facility availability and construction requirements impact our ability to always meet CLEC expectations. The stated interval is based upon average time for workload, facility availability, and construction requirements.

Project Coordination Required: No

**Facility Based CLEC Activation Requirements****Section VI****Local  
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**ASR Requirements are attached.**

**Source of Information**—Ordering Guidelines, Account Team

**Forms**— ASR, Intercept Update Form

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**AVAILABILITY OF MATERIAL**

CLEC Training has been developed (for more information see the assigned Account Team for registration information), CLEC Training Manual, and Ordering Guidelines. Updates will be made to all materials on an on-going basis to accommodate CLEC needs and to address any enhancements to this service.

Operator Services will be represented at all CLEC Training Conferences.

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**HOW TO ORDER**

Forward completed ASR forms to Local Carrier Service Center (LCSC).

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**ASR ORDERING REQUIREMENTS****Trunk Type - Intercept - Facility Based**

1. NC = SDYB OR SBYB
2. TRFTYP = IR
3. TTT = 2 4.OPS = N/A
4. SECLOC = BST TOPS TANDEM
5. BRAND = N/A
6. EML = 6
7. TK SIG = TS

**Facility Based CLEC Activation Requirements**

## Section VII

**Requesting  
Customer Service  
Records (CSRs)****CUSTOMER SERVICE RECORDS OVERVIEW**

This function provides the CLEC with account information for its end user, as well as any BellSouth end user account. The CLEC cannot access any other CLEC's account or end user information.

BellSouth will provide Customer Service Record (CSR) information to the CLEC provided the CLEC has the appropriate Letter(s) of Authorization. BellSouth will provide the following Data Elements—Telephone Number or other means of identification, Listed Name, Listed Address, Directory Listing Information, Directory Delivery Information, Billing Name, Billing Address, Service Address and Product and Service Information.

BellSouth may provide customer record information via one of the following methods— US mail, Fax, by telephone, or by electronic interface, when available. BellSouth will provide customer record information via US mail, fax, or telephone on an interim basis only.

The CLEC agrees to compensate BellSouth for all BellSouth incurred expenditures associated with providing such information to CLEC. CLEC will adopt and adhere to the BellSouth guidelines associated with each method of providing end user record information.



**Facility Based CLEC Activation Requirements****Section VII****Requesting  
Customer Service  
Records (CSRs)**

*The CLEC can obtain an end user's record in one of the following ways listed below—*

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**SUBMITTING AN LOA PRIOR TO A FIRM ORDER**

Prior to submitting a firm order request for local service, the CLEC may provide BellSouth with an end user Letter of Authorization (LOA) request for records. The form can be found in "Appendix D" and online at—

[http://www.bellsouth.com/interconnection/guides/order\\_gd/glsor002.863.gif](http://www.bellsouth.com/interconnection/guides/order_gd/glsor002.863.gif)

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**ONLINE INTERFACE**

Account information for customers with 25 lines or less can be obtained online. Larger accounts can be provided electronically via a batch process.